Warranty Tracking & Source of Repair Instructions

DPAP Training

Warranty Tracking Background

- Warranties are relied upon heavily by the Services to support mission critical needs.
- Department lacks the enterprise capability that would provide:
  - Visibility and accountability of warranty data associated to acquired goods
- Lack of capability results in increased vulnerabilities.
  - Increasing costs
  - Inability to recognize benefits included for free
  - Inability to recognize performance against government specified warranties
  - Decreased level of insurance for purchased goods
  - Insufficient durations of warranties for specific goods
  - Inability to identify and enforce warranties (i.e. fraudulent vendors, criminal actions)

Warranty Tracking Objectives

- **Improve Warranty Data Visibility**
  - Specify contract and solicitation clause data format and process
  - Specify item acceptance data format and process
  - Develop a data sharing strategy for warranty; ensure single face to industry
  - Ensure IUID, PQDR and JDRS data is integrated.
- **Improve Integrity and enforceability of warranty process**
  - Ensure joint operational/business regulation and guidance on warranties
  - Ensure joint operational/logistics operational requirements and guidance on warranties
  - Establish a joint policy governance approach

Warranty Tracking & Source of Repair Instructions

Policy

Warranty Tracking of Serialized Item

- Published as Final Rule in Federal Register June 8, 2011; Requires
  - All DoD Components to begin collecting specific warranty information (See slide 8)
  - Include the following in all solicitations:
    - DFARS 252.246-7005 Notice of Warranty Tracking of Serialized Items (if a warranty may be provided)
    - DFARS 252.246-7006 Warranty Tracking of Serialized Items
    - Warranty Tracking Information (WTI) (Attachment)
    - Warranty Repair Source Instructions (WRSI)

Implementation Memorandum

- DPAP Memorandum published on April 12, 2012
  - Provides implementation guidance on warranty
  - Machine readable, fillable Adobe portable document formats (PDFs) form to use to capture required warranty information
  - Encourages DoD Services and agencies to incorporate PDFs into their Contract Writing Systems (CWS) and to develop processes to consume and use the data
  - Policy Vault: http://www.acq.osd.mil/dpap/policy/policyvault/USA001937-12-DPAP.pdf

DFARS/PGI Guidance

- **Case 2014-D026:** issued as a proposed rule;
  - DFARS
    - Amended to make use of the electronic warranty attachments in PDREP mandatory for solicitations and contracts when a warranty of serialized items is anticipated or required.
  - PGI
    - Amended to provide instructions and procedures to Contracting Officers;
- **Current Status:**

Mandatory Data Elements

Warranty Tracking

- ✓ Item Type
- ✓ Warranty Item UII
- ✓ Warranty Term
  - ✓ Starting Event
  - ✓ Usage
  - ✓ Duration
  - ✓ Fixed Expiration Date
- ✓ Warranty Administrator Enterprise Identifier Code Type
- ✓ Warranty Administrator Enterprise Identifier
- ✓ Warranty Guarantor Enterprise Identifier Code Type
- ✓ Warranty Guarantor Enterprise Identifier

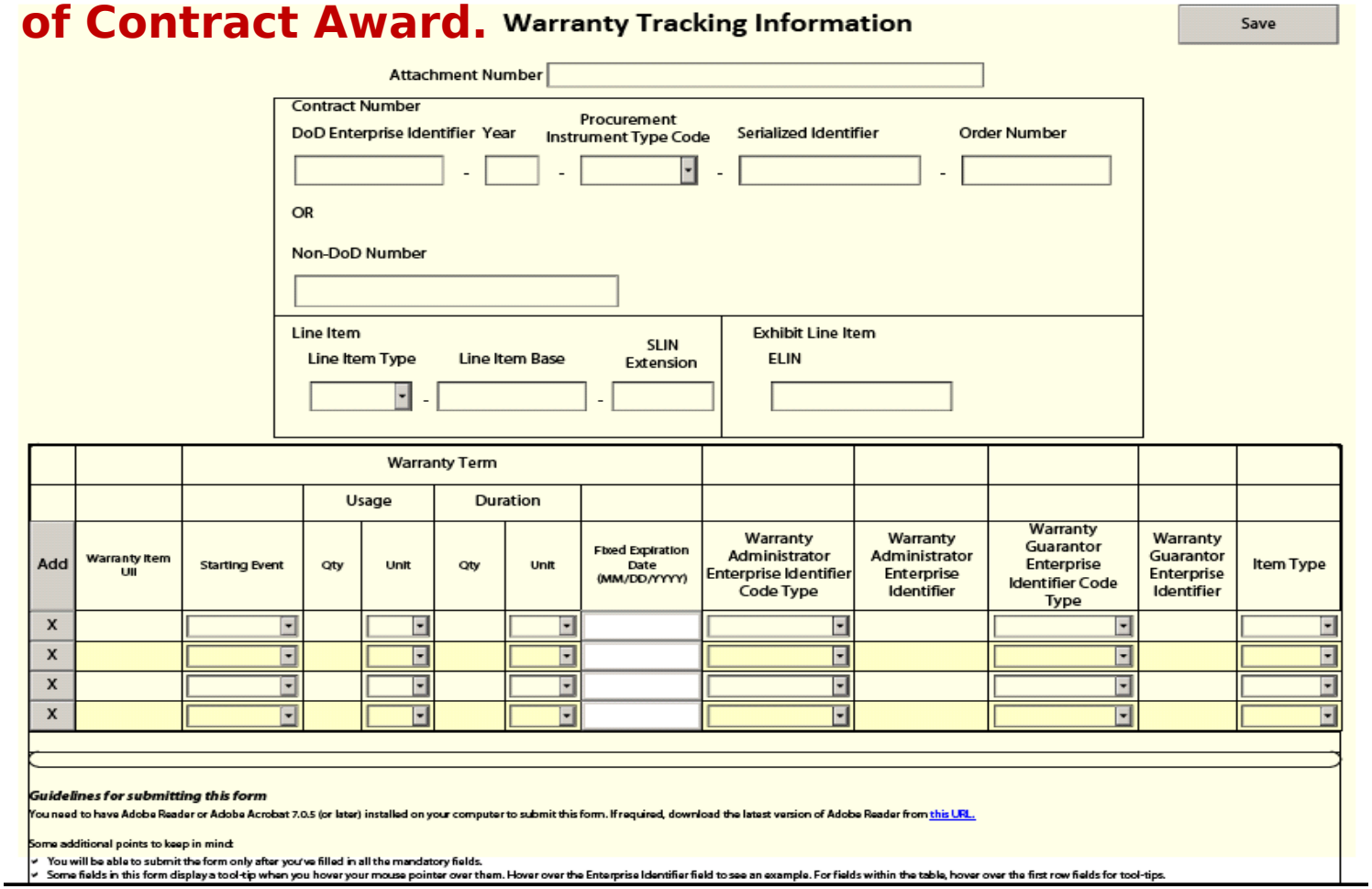
Source of Repair Instructions

- ✓ Warranty Repair Source Code
- ✓ Warranty Repair Source Code Identifier
- ✓ Warranty Shipping Address for Warranty Returns
  - ✓ Name,
  - ✓ Address,
  - ✓ City, and
  - ✓ State
- ✓ Specific Warranty Shipping Instructions

Warranty Tracking Information Attachment

(WTI)

Purpose: Attachment to collect WTI. Returned at time of Contract Award.



Warranty Tracking Information

Save

Attachment Number

Contract Number

DoD Enterprise Identifier | Year | Procurement Instrument Type Code | Serialized Identifier | Order Number

OR

Non-DoD Number

Line Item

Line Item Type | Line Item Base | SLIN Extension

Exhibit Line Item

ELIN

		Warranty Term										
			Usage		Duration							
Add	Warranty Item UII	Starting Event	Qty	Unit	Qty	Unit	Fixed Expiration Date (MM/DD/YYYY)	Warranty Administrator Enterprise Identifier Code Type	Warranty Administrator Enterprise Identifier	Warranty Guarantor Enterprise Identifier Code Type	Warranty Guarantor Enterprise Identifier	Item Type
X												
X												
X												
X												

Guidelines for submitting this form

You need to have Adobe Reader or Adobe Acrobat 7.0.5 (or later) installed on your computer to submit this form. If required, download the latest version of Adobe Reader from this URL.

Some additional points to keep in mind:

- You will be able to submit the form only after you've filled in all the mandatory fields.
- Some fields in this form display a tool-tip when you hover your mouse pointer over them. Hover over the Enterprise Identifier field to see an example. For fields within the table, hover over the first row fields for tool-tips.

WTI – Item Type

- **Item Type –** The description of the item being warranted
  - Component procured separate from end item (C)
  - Subassembly procured separate from end Item or subassembly (S)
  - Embedded in component, subassembly or end item parent (E)
  - Parent end Item (P)
- **Warranty UII**
  - The Unique Item Identifier that ensures uniqueness of the warranted item.

WTI – Warranty Terms

- **Starting Event**
  - The event or action that initiates the warranty; values include Acceptance (A), Installation (I), First Use (F), and Other (O)
- **Usage**
  - Used for warranties for serialized items where effectivity is normally in terms of operating time or cycles. It is stated in term of quantity and unit of measure.
    - Quantity amount of a characteristic subject to the contractor's obligation to provide for remedy or corrective action for a serialized item
    - Unit of measure describes the quantity attribute of the unit serialized tem under warranty
- **Duration**
  - Used for warranties that expire after a set period of time. This period may be a stated period of time, amount of usage, or the occurrence of a specified event, after formal acceptance of delivery, for the Government to assert a contractual right for the correction of defects.
- **Fixed Expiration Date**
  - The date the warranty expires and the Contractor’s obligation to provide for a warranty of correction action ends.

WTI – Enterprise Identifiers Type

- The Warranty Administrator and Grantor Enterprise Identifier are globally unique identifier assigned to an enterprise by one of the following issuing agency
  - Dun & Bradstreet's Data Universal Numbering System (DUNS) Number,
  - GS1 Company Prefix ,
  - Allied Committee 135 NATO
  - Commercial and Government Entity (NCAGE)/ Commercial and Government Entity (CAGE) Code, or
  - The Coded Representation of the North American Telecommunications Industry Manufacturers, Suppliers, and Related Service Companies (ATIS-0322000) Number,
  - European Health Industry Business Communication Council (EHIBCC) and
  - Health Industry Business Communication Council (HIBCC)

WTI – Enterprise Identifiers Codes

- **Codes of the issuing agency; they include the following**
  - 0-9, GS1 Company Prefix
  - D, CAGE
  - LB, ATIS-0322000
  - LH, EHIBCC
  - RH, IBCC
  - UN, DUNS

Warranty Source of Repair Instructions

(WSRI)

Purpose: Attachment to collect WSRI.
Returned at time of Contract Award OR Time of Delivery
Warranted Serialized Items.

Source Of Repair Instructions

Save

Attachment Number

Contract Number

DoD Enterprise Identifier | Year | Procurement Instrument Type Code | Serialized Identifier | Order Number

OR

Non-DoD Number

Line Item

Line Item Type | Line Item Base | SLIN Extension

Exhibit Line Item

ELIN

Shipping Address for Warranty Returns

Add	Warranty Repair Source Code	Warranty Repair Source Identifier	Name	Address Line 1	Address Line 2	City / County	State / Province	Postal Code	Country	Instructions
X										
X										
X										
X										

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Warranty Source of Repair

- **Warranty Repair Source Identifier**
  - organization specified by a warranty guarantor for receiving and managing warranty items that are returned by a customer.
- **Warranty Repair Source Code**
- **Address**
- **Shipping Instruction**

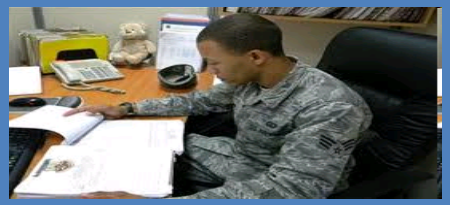
Government Specified Warranty

Terms provided by Government to the contractor

Scenario # 1

Warranty Data Process Flow

Contract: requires warranty for serialized items: **Government-Specified Warranty Terms**



Contracting Officer

Step One:
Contracting Officer Completes: Attachment Number;
Contract Number (or Non-DoD Number);
Line Item [CLIN/SLIN];
and Exhibit Line Item on both **WTI** and **WSRI.**

Contractor

Step Two: Contractor Completes:
WTI
Warranty Item Unique Item Identifier;
- Warranty Admin. Enterprise Identifier Code Type;
- Warranty Admin. Enterprise Identifier;
- Warranty Guarantor Enterprise Identifier Code Type;
- Warranty Guarantor Enterprise Identifier; and
- Item Type

WSRI
- Warranty Repair Source Code;
- Warranty Repair Source Identifier;
- Shipping Address for Warranty Returns; and
- Shipping Instructions

WTI: Returned at time of contract award
WSRI: Returned at time of contract award OR
Time of delivery of warranted serialized items

Contracting Officer
Step Three: Once complete, send back to CO

Contracting Officers Complete

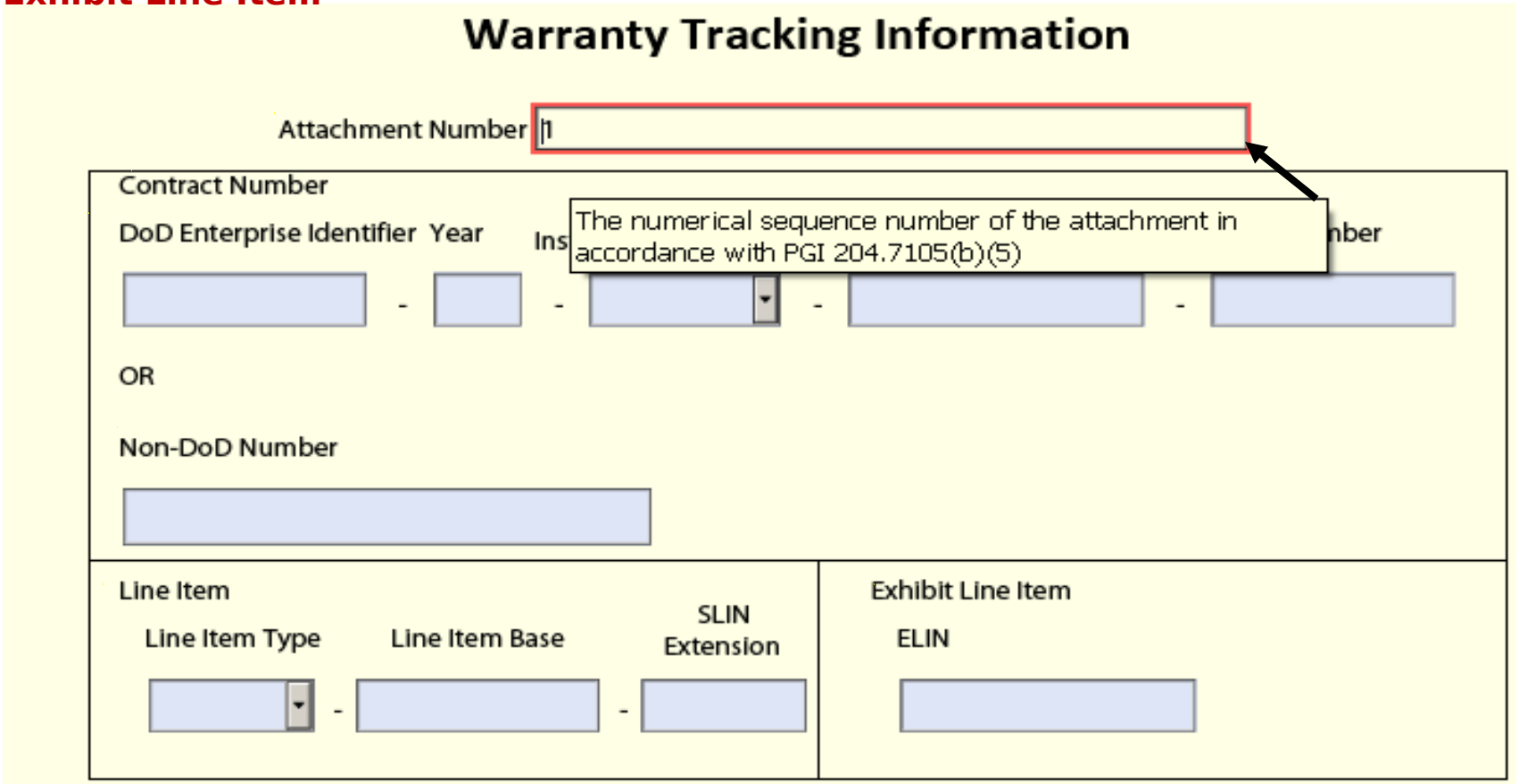
- Contracting Officers must include in all solicitations
  - DFARS 252.246.7006: Warranty Tracking of Serialized Items
  - Warranty Tracking Information (WTI) (Attachment)
  - Warranty Repair Source of Instruction (WSRI) (Attachment)

Contracting Officers Complete

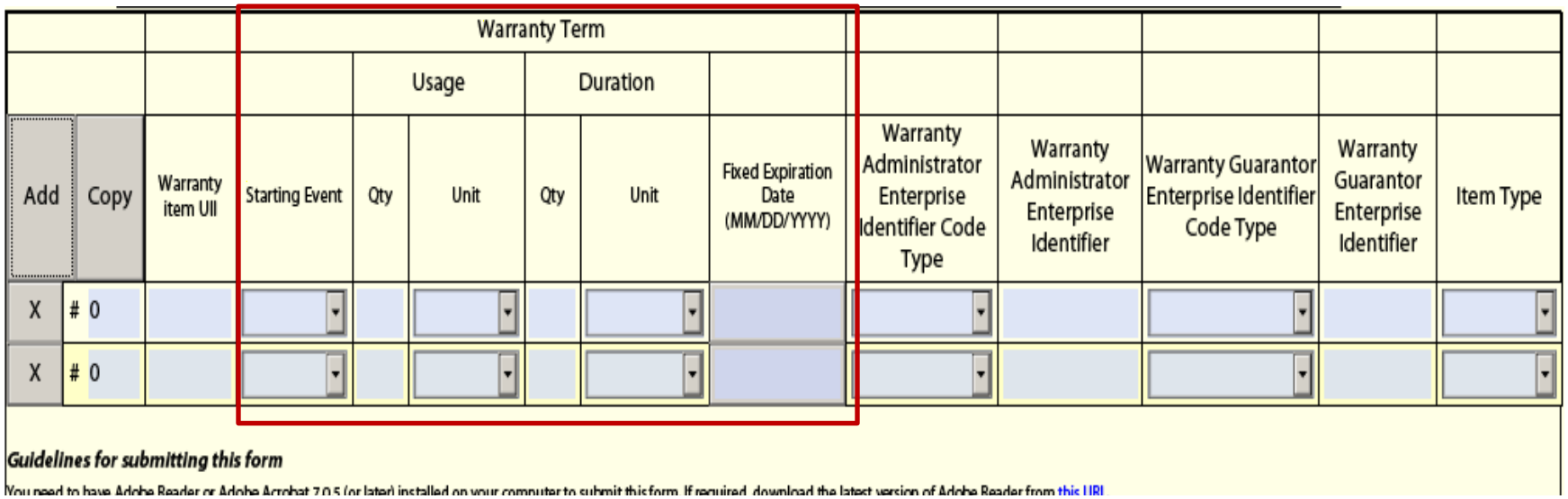
(WTI)

PCO completes the highlighted sections

- ✓ **Attachment Number**
- ✓ **Contract Number: DoD Enterprise Identifier Year OR Non-DoD Number**
- ✓ **Line Item**
- ✓ **Exhibit Line Item**



Contracting Officers Complete
(WTI)



			Warranty Term										
				Usage		Duration							
Add	Copy	Warranty item UII	Starting Event	Qty	Unit	Qty	Unit	Fixed Expiration Date (MM/DD/YYYY)	Warranty Administrator Enterprise Identifier Code Type	Warranty Administrator Enterprise Identifier	Warranty Guarantor Enterprise Identifier Code Type	Warranty Guarantor Enterprise Identifier	Item Type
X	# 0												
X	# 0												

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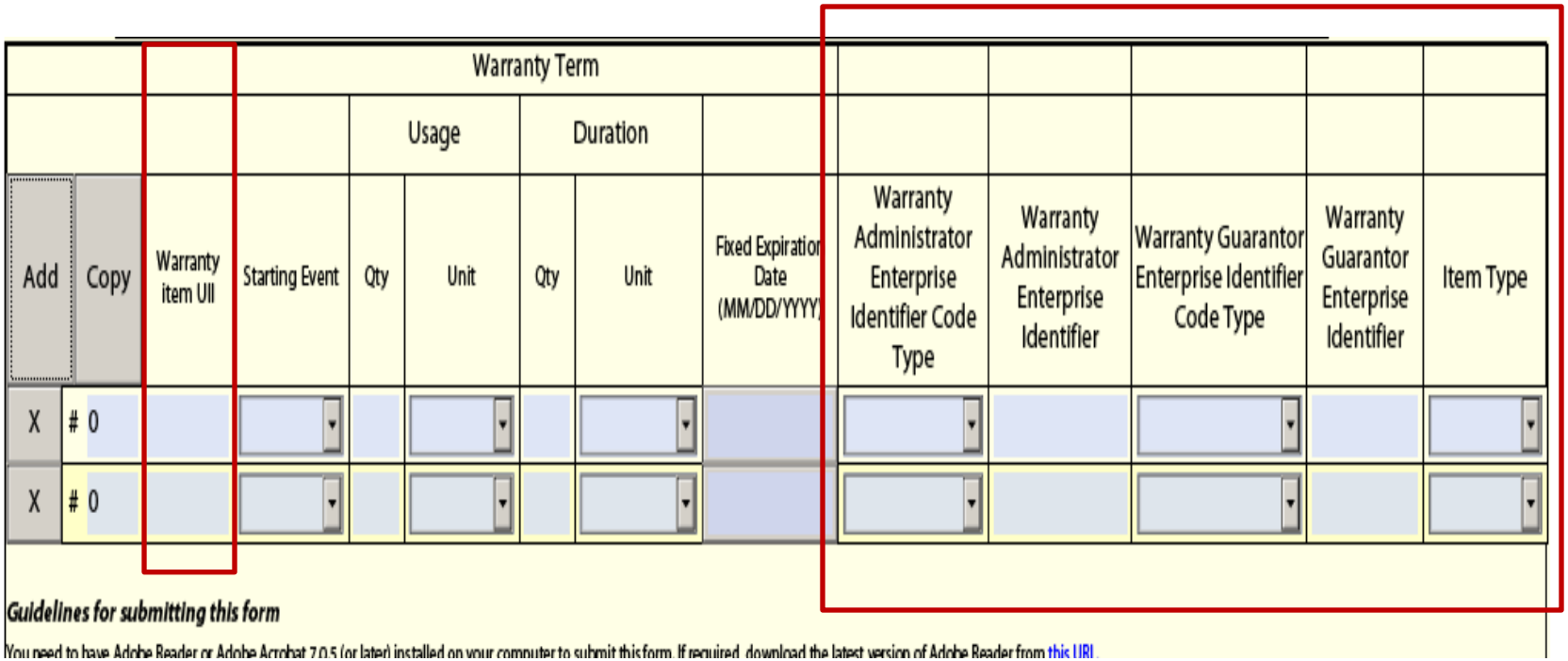
Contracting Officer must enter the Warranty Terms for Government specified warranties on the WTI.

- Enter the Starting Event
- Select and complete **one** of the following:
  - Usage (Qty and Unit)
  - Duration (Qty and Unit); **OR**
  - Fixed Expiration Date (MM/DD/YYYY)

Contractor Completes and Returns
(WTI)



			Warranty Term										
				Usage		Duration							
Add	Copy	Warranty item UII	Starting Event	Qty	Unit	Qty	Unit	Fixed Expiration Date (MM/DD/YYYY)	Warranty Administrator Enterprise Identifier Code Type	Warranty Administrator Enterprise Identifier	Warranty Guarantor Enterprise Identifier Code Type	Warranty Guarantor Enterprise Identifier	Item Type
X	# 0												
X	# 0												

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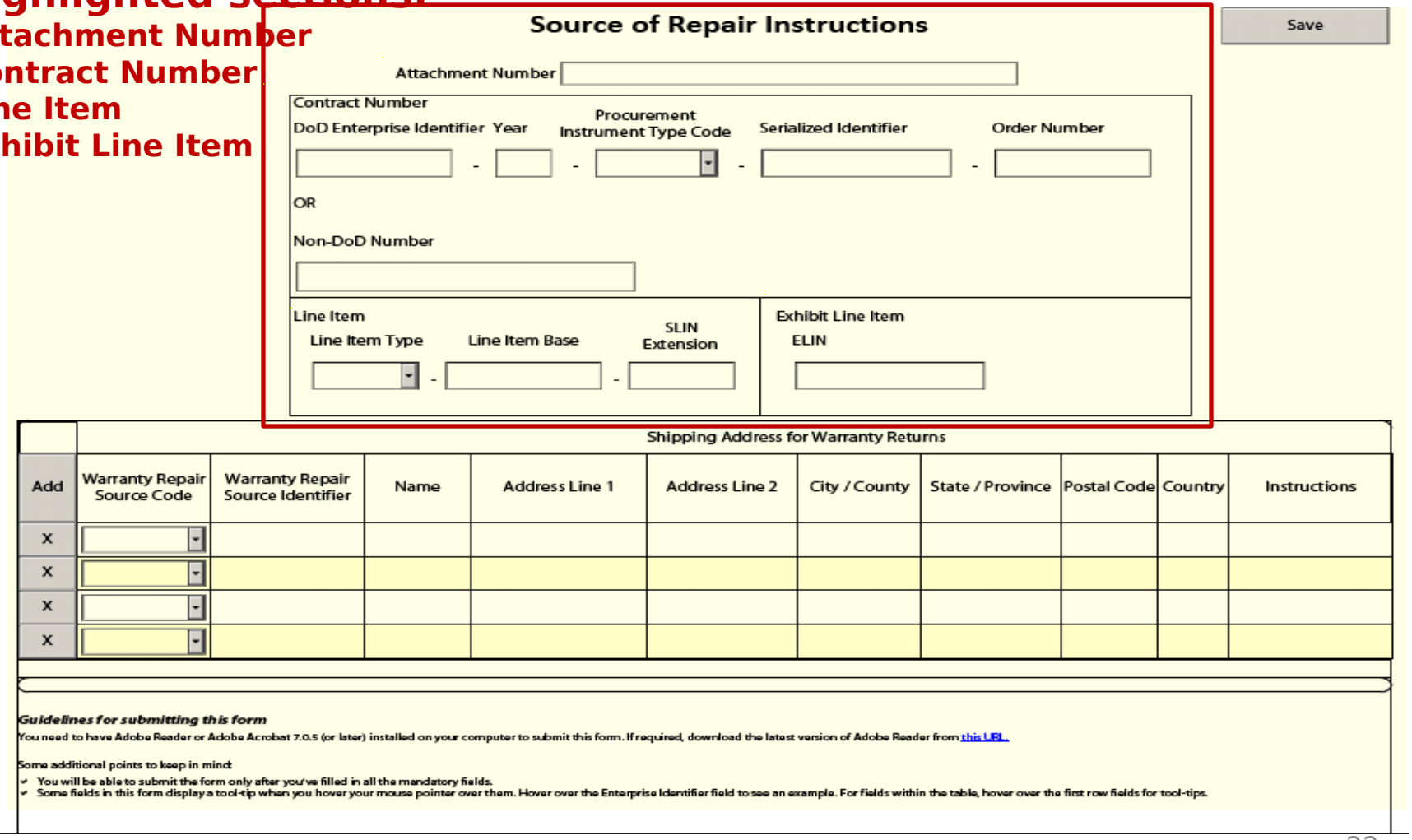
- ✓ **Warranty Item UII**
- ✓ **Warranty Administrator Enterprise Identifier Code Type**
- ✓ **Warranty Administrator Enterprise Identifier**
- ✓ **Warranty Guarantor Enterprise Identifier Code Type**

Contracting Officers Complete

(WSRI)

- ✓ **Contracting Officer completes the highlighted sections:**
- ✓ **Attachment Number**
- ✓ **Contract Number**
- ✓ **Line Item**
- ✓ **Exhibit Line Item**



Source of Repair Instructions

Save

Attachment Number

Contract Number

DoD Enterprise Identifier | Year | Procurement Instrument Type Code | Serialized Identifier | Order Number

OR

Non-DoD Number

Line Item

Line Item Type | Line Item Base | SLIN Extension

Exhibit Line Item

ELIN

Shipping Address for Warranty Returns

Add	Warranty Repair Source Code	Warranty Repair Source Identifier	Name	Address Line 1	Address Line 2	City / County	State / Province	Postal Code	Country	Instructions
X										
X										
X										
X										

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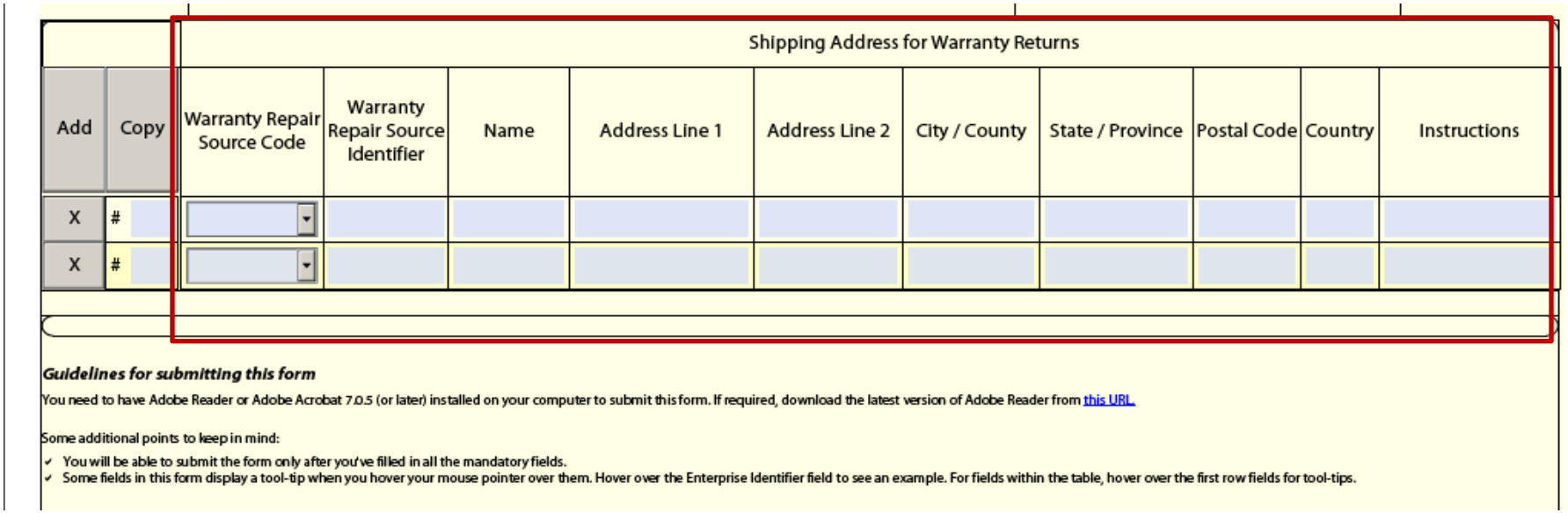
Contractor Completes and Return
(WSRI)



Shipping Address for Warranty Returns

Add	Copy	Warranty Repair Source Code	Warranty Repair Source Identifier	Name	Address Line 1	Address Line 2	City / County	State / Province	Postal Code	Country	Instructions
X	#										
X	#										

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- Some fields in this form display a tool-tip when you hover your mouse pointer over them. Hover over the Enterprise Identifier field to see an example. For fields within the table, hover over the first row fields for tool-tips.

Contractors are to complete the Warranty Shipping Address for Warranty Returns sections above as follows:

- ✓ **Warranty Repair Source Code**
- ✓ **Warranty Repair Source Code Identifier**
- ✓ **Name, Address Line 1, Address Line 2, City/County, State/Province, Postal Code, Country**
- ✓ **Instructions (*Complete with shipping information*)**

Next Steps

- **Contracting Officer**: Sends the both WTI and WSRI to the Contractor to complete.

- **Contractor**: Completes and returns both WTI and WSRI to the Government
  - Time of Award (WTI/WSRI)
    – Send to the Contracting Officer with the contract; CO then adds attachment to EDA
  - Delivery of Item (WSRI) (3 methods)
    1. Manual Submission of Data
       - » Ensure that COR or acceptor uploads to Wide Area Workflow eBusiness Suite iRAPT application (iRAPT)
    2. Electronic Submission
       - » Use iRAPT via Receipt and Acceptance via the Contract Data Requirements List (CDRL) exhibit line item number (ELIN)
    3. Establish a feed to Warranty database to enter information directly

Contractor Provided Warranty

Terms offered by Contractor in proposal, but not requested by the Government

Scenario # 2

Contracting Officers Complete

- Contracting Officer must include the following in all solicitations:
  - DFARS 252.246-7005: Notice of Warranty Tracking of Serialized Items
  - Warranty Tracking Information (WTI) Attachment
  - Warranty Repair Source of Instruction (WSRI) Attachment

Required Actions

- Contractor:
  - Prior to award, advise CO of Contractor's intent to provide a warranty as part of Contractor's offer; AND
  - Download and complete all sections of WTI and WSRI (if not included in solicitation)
- Contracting Officer:
  - Ensure that DFARS 252.246-7006 is included in the resulting contract; AND
  - Ensure delivery terms are included in resultant contract when WTI and WSRI will be provided on warranted item.

Contractor - Next Steps

- Send both WTI and WSRI to the Government
  - Time of award (WTI/WSRI)
    - Send to the Contracting Officer with the contract;
      - » CO adds attachment to EDA
      - » When applicable, designated representative shall upload complete warranty attachments to EDA.
  - Delivery of Item (WSRI) (3 methods)

    1. Manual Submission of Data
       - » Ensure that COR or acceptor adds to Wide Area Workflow eBusiness Suite iRAPT application (iRAPT).

    2. Electronic Submission
       - » iRAPT via Receipt and Acceptance via Contractor shall electronically submit required warranty data using the Contract Data Requirements List (CDRL) exhibit line item number (ELIN)

    3. Contractors may establish a feed to Warranty database to enter information directly
  - **Attachments are transmitted from iRAPT to PDREP for inclusion in warranty database**